MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

MHP7233 – HUMAN PERFORMANCE TECHNOLOGY
(All sections / Groups)

15 JANUARY 2020
10.00 a.m. - 12.00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 6 pages including cover page with 4 Questions only.

2. Answer **ALL** questions with relevant examples.

3. Please print all your answers in the answer Booklet provided.

INSTRUCTION TO STUDENTS:

You are required to answer **ALL FOUR** questions. Please read the questions carefully and answer accordingly, supported with relevant examples where necessary.

QUESTION 1 [10 MARKS]

a) What is the definition of Human Performance Technology?　　　　　　(2 marks)

b) With reference to *Figure 1* and *Table 1* match two groups.　　　　　(5 marks)

Figure 1		*Table 1*
1)	A	i
2)	B	ii
3)	C	iii
4)	D	iv
5)	E	v

c) Write down the name of process **X** in **Figure 1** and explain the purpose of this process and the tasks to be performed by analyst during this process.　　(3 marks)
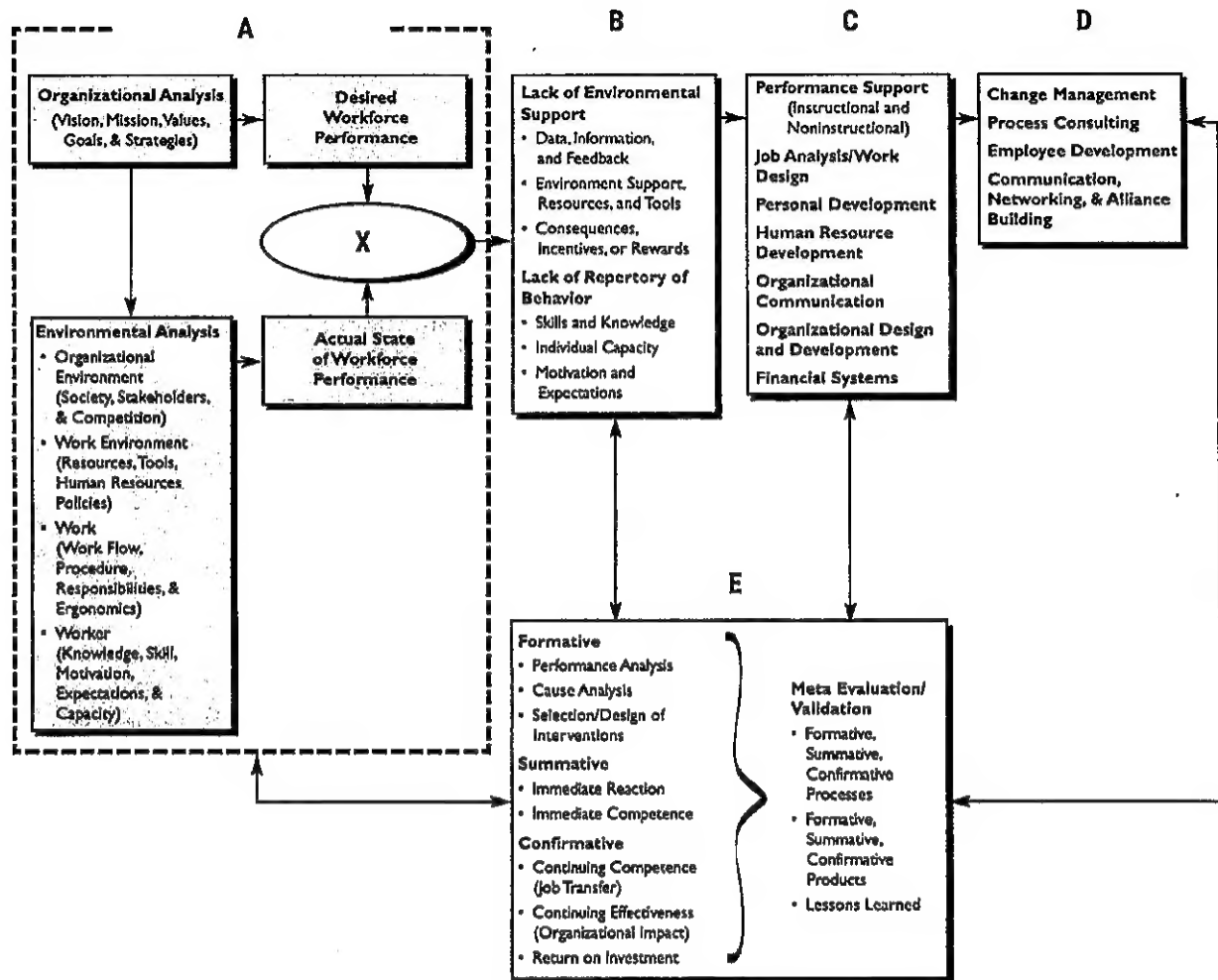
Continued …

Figure 1 Human Performance Technology (HPT) Model

Table 1 Performance Improvement Processes in random order

i.	Cause Analysis
ii.	Performance Analysis
iii.	Intervention Implementation and Change
iv.	Evaluation
v.	Intervention Selection, Design, and Development

Continued ...

QUESTION 2 [10 MARKS]

a) Explain the difference in its purpose and desired outcome between **Performance Analysis** and **Cause Analysis**
   (4 marks)

b) *Table 2* shows nine performance variables in performance analysis. Explain the definitions of the three needs (goal, design, Management).   (6 marks)

Table 2 Anatomy of Performance

	Three Performance Needs That Determine Overall Performance at Each Performance Level...		
Performance Levels	Goals	Design	Management
Organization Level	Organization Goals	Organization Design	Organization Management
Process Level	Process Goals	Process Design	Process Management
Job/Performer Level	Job/Performer Goals	Job Design	Job/Performer Management

QUESTION 3 [10 MARKS]

Formative
- Performance Analysis
- Cause Analysis
- Selection/Design of Interventions

Summative
- Immediate Reaction
- Immediate Competence

Confirmative
- Continuing Competence (Job Transfer)
- Continuing Effectiveness (Organizational Impact)
- Return on Investment

Meta Evaluation/ Validation
- Formative, Summative, Confirmative Processes
- Formative, Summative, Confirmative Products
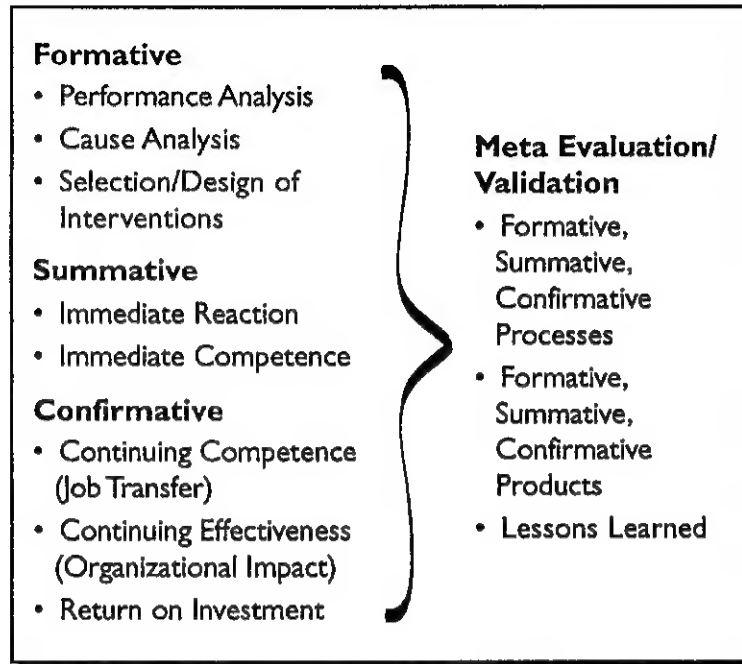- Lessons Learned

Figure 2 the full scope of evaluation in HPT

a) With reference to *Figure 2* above explain **the purpose and timing** of formative, summative, and confirmative evaluation in HPT.

(6 marks)

b) Then, describe one evaluation method that can be applied in either the formative, summative or confirmative stage

(4 marks)

Continued …

QUESTION 4 [10 MARKS]

Explain **ANY FIVE** of the performance interventions listed below and how it can be implemented through e-learning. **(2 marks for each performance intervention and an e-Learning example)**

- Coaching
- Culture Change
- Job Aids
- Knowledge Management
- Team Building
- Electronic Performance Support Systems (EPSS)
- Mentoring

End of Paper.